

# Connecticut

**Medicaid Program:** Medical Assistance Program

**Program Administrator:** Connecticut Department of Social Services

**Regional Telehealth Resource Center:** Northeast Telehealth Resource Center [www.netrc.org](http://www.netrc.org)

## Connecticut Policy At-a-Glance

MEDICAID REIMBURSEMENT			PRIVATE PAYER LAW		PROFESSIONAL REQUIREMENTS	
LIVE VIDEO	STORE-AND-FORWARD	REMOTE PATIENT MONITORING	LAW EXISTS	PAYMENT PARITY	LICENSING COMPACT	CONSENT REQUIREMENT
✓	✗	✗	✓	✗	✗	✓

## Connecticut Detailed Policy

Medicaid Telehealth Reimbursement	Summary	<p>Connecticut Medicaid is required to cover telemedicine services for categories of health care that the commissioner determines are appropriate, cost effective and likely to expand access to medically necessary services where there is a clinical need for those services to be provided by telehealth or for Medicaid recipients for whom accessing appropriate health care services poses an undue hardship. The CT Medicaid Program manuals do not mention reimbursement for telemedicine but does indicate that while they do not provide reimbursement for behavioral health services provided electronically or over the phone, there is an exception for case management behavioral health services for clients age eighteen and under.</p> <p>There is no reference to remote patient monitoring.</p>
	Definitions	<p>Definition for Telemedicine Demonstration Program for FQHCs: “Telemedicine means the use of interactive audio, interactive video or interactive data communication in the delivery of medical advice, diagnosis, care or treatment and includes services described in subsection (d) of section 20-9 and 42 CFR 410.78(a)(3). Telemedicine does not include the use of facsimile or audio-only telephone.”</p> <p><b>Source:</b> CT General Statute 17b, Sec. 245c. (Accessed Feb. 2020).</p> <p>“Telehealth” means the mode of delivering health care or other health services via information and communication technologies to facilitate the diagnosis, consultation and treatment, education, care management and self-management of a patient’s physical and mental health, and includes (A) interaction between the patient at the originating site and the telehealth provider at a distant site, and (B) synchronous interactions, asynchronous store-and-forward transfers or remote patient monitoring. Telehealth does not include the use of facsimile, audio-only telephone, texting or electronic mail.</p> <p><b>Source:</b> CT General Statute 19a, Sec. 906. (Accessed Feb. 2020).</p>
	Live Video Policy	<p>CT Medicaid is required to provide coverage for telehealth services for categories of health care services that the commissioner determines are clinically appropriate to be provided through telehealth, cost effective for the state and likely to expand access to services where there is a clinical need for those services to be provided by telehealth or for Medicaid recipients whom accessing healthcare poses an undue hardship.</p>



Policy

The commissioner may provide coverage of telehealth services pursuant to this section notwithstanding any provision of the regulations of Connecticut state agencies that would otherwise prohibit coverage of telehealth services. The commissioner may implement policies and procedures as necessary to carry out the provisions of this section while in the process of adopting the policies and procedures as regulations.

**Source:** *CT General Statute 17b, Sec. 245e. (Accessed Feb. 2020).*

Connecticut’s Medical Assistance Program will not pay for information or services provided to a client by a provider electronically or over the telephone, however there is an exception for case management behavioral health services for clients age eighteen and under.

**Source:** *CT Provider Manual. Physicians and Psychiatrists. Sec. 17b-262-342. Pg. 9, Aug, 2013; CT Provider Manual. Psychologists. Sec. 17b-262-472. Jan. 1, 2008. Pg. 7; & CT Provider Manual. Behavioral Health. Sec. 17b-262-918. Feb. 1, 2013. Pg. 6. (Accessed Feb. 2020).*

A telehealth provider shall only provide telehealth services to a patient when the telehealth provider: (A) Is communicating through real-time, interactive, two-way communication technology or store and forward technologies; (B) has access to, or knowledge of, the patient’s medical history, as provided by the patient, and the patient’s health record, including the name and address of the patient’s primary care provider, if any; (C) conforms to the standard of care applicable to the telehealth provider’s profession and expected for in-person care as appropriate to the patient’s age and presenting condition, except when the standard of care requires the use of diagnostic testing and performance of a physical examination, such testing or examination may be carried out through the use of peripheral devices appropriate to the patient’s condition; and (D) provides the patient with the telehealth’s provider license number and contact information.

**Source:** *CA Gen. Statutes Sec. 19a-906(b)(1). (Accessed Feb. 2020).*

Eligible Services / Specialties

Case management behavioral health services for clients age eighteen and under is the only service allowed.

**Source:** *CT Provider Manual. Behavioral Health. Sec. 17b-262-918. Feb. 1, 2013. Pg. 6. (Accessed Feb. 2020).*

Eligible Providers

Telehealth providers includes the following who are providing health care or other health services through the use of telehealth within such person’s scope of practice and in accordance with the standard of care applicable to the profession:

- Any physician licensed under chapter 370
- Physical therapist
- Chiropractor
- Naturopath
- Podiatrist
- Occupational therapist
- Optometrist
- Registered nurse or advanced practice registered nurse
- Physician assistant
- Psychologist
- Marital and family therapist
- Clinical social worker or master social worker



# Medicaid Telehealth Reimbursement

Live Video	Eligible Providers	<ul style="list-style-type: none"> <li>• Alcohol and drug counselor</li> <li>• Professional counselor</li> <li>• Dietitian-nutritionist</li> <li>• Speech and language pathologist</li> <li>• Respiratory care practitioner</li> <li>• Audiologist</li> <li>• Pharmacist</li> <li>• Paramedic</li> </ul> <p><b>Source:</b> CT Gen. Statutes Sec. 19a-906(a)(12). (Accessed Feb. 2020).</p>
Live Video	Eligible Sites	No reference found.
Live Video	Geographic Limits	No reference found.
Live Video	Facility/Transmission Fee	<p>No telehealth provider shall charge a facility fee for telehealth services.</p> <p><b>Source:</b> CT Gen. Statutes Sec. 19a-906(h). (Accessed Feb. 2020).</p>
Store-and-Forward	Policy	<p>Although CT Medicaid previously covered electronic consultations, as of January 1, 2020, the codes used to bill for electronic consultations are no longer payable under the CT Medical Assistance Program. This is due to guidance received by the Centers for Medicare and Medicaid Services (CMS), that reimbursement for electronic consultations does not meet the federal requirements.</p> <p><b>Source:</b> CT Policy – Provider Bulletin 2019-75. Dec. 2019, (Accessed Feb. 2020).</p>
Store-and-Forward	Eligible Services/Specialties	No reference found.



## Medicaid Telehealth Reimbursement

Store-and-Forward	Geographic Limits	No reference found.
	Transmission Fee	No reference found.
Remote Patient Monitoring	Policy	No reference found.
	Conditions	No reference found.
	Provider Limitations	No reference found.
	Other Restrictions	No reference found.



Medicaid Telehealth Reimbursement

Email / Phone / Fax

The department shall not pay for information or services provided to a client over the telephone except for case management behavioral health services for patients aged 18 and under.

**Source:** CT Provider Manual. Clinic. Sec. 17b-262-823. Jan. 31, 2018. Ch. 7, pg. 20; Behavioral Health. Sec. 17b-262-918. Feb. 1, 2013. Ch. 7, Pg. 6; CT Provider Manual. Physician and Psychiatrist. Sec. 17b-262-342 & 17b-262-456. Aug. 2013. Pg. 9 & 20; CT Provider Manual. Psychologist. Sec. 17b-262-472. Jan. 1, 2018. Ch. 7, pg. 7; CT Provider Manual. Hospital Outpatient Services. Sec. 150.2(E)(III)(I). Dec. 7, 2015. Ch. 7, pg. 47; CT Provider Manual. Chiropractic. Sec. 17b-262-540. Jan. 1, 2008. Ch. 7, pg. 6; CT Provider Manual. Dental. Sec. 17b-262-698. Jan. 1, 2008. Ch. 7, Pg. 44; CT Provider Manual. Home Health. Sec. 17b-262-729. Jan. 1, 2008. Ch. 7, pg. 11; CT Provider Manual. MEDS. Sec. 17b-262-720. July 6, 2011. Ch. 7, pg. 8; CT Provider Manual. Naturopath. Sec. 17b-262-552. Feb. 26, 2014. Ch. 7, pg. 6; CT Provider Manual. Nurse Practitioner/Midwife. Sec. 17b-262-578. Jan. 1, 2008. Ch. 7, pg. 7; CT Provider Manual. Podiatry. Sec. 17b-262-624. Feb. 26, 2009. Ch. 7, pg. 6; CT Provider Manual. Vision Care. Sec. 17b-262-564. Jan. 1, 2008. Ch. 7, pg. 5. (Accessed Feb. 2020).

Telephonic consultations are not reimbursable under CMAP.

**Source:** CT Policy Transmittal 2019-12. Effective Jan. 1, 2019. Released Mar. 1, 2019. (Accessed Feb. 2020).

Consent

At the time of the telehealth provider’s first telehealth interaction with a patient, the telehealth provider shall inform the patient concerning the treatment methods and limitations of treatment using a telehealth platform and, after providing the patient with such information, obtain the patient’s consent to provide telehealth services. The telehealth provider shall document such notice and consent in the patient’s health record. If a patient later revokes such consent, the telehealth provider shall document the revocation in the patient’s health record.

Consent must be obtained by the parent or the patient’s legal guardian.

**Source:** CT Gen. Statutes Sec. 19a-906(b)(2). (Accessed Feb. 2020).

Out of State Providers

No reference found.

Miscellaneous

The Commissioner is required to submit a report by Aug. 1, 2020 to the joint standing committees of the General Assembly on the categories of health care services in which the department is utilizing telehealth services, in what cities or regions of the state such services are being offered and any cost savings realized by the state by providing telehealth services.

**Source:** CT General Statute 17b, Sec. 245e. (Accessed Feb. 2020).

Private Payer Laws

Definitions

“Telehealth” means the mode of delivering health care or other health services via information and communication technologies to facilitate the diagnosis, consultation and treatment, education, care management and self-management of a patient’s physical and mental health, and includes (A) interaction between the patient at the originating site and the telehealth provider at a distant site, and (B) synchronous interactions, asynchronous store-and-forward transfers or remote patient monitoring. Telehealth does not include the use of facsimile, audio-only telephone, texting or electronic mail.”

**Source:** CT General Statute 19a, Sec. 906(a)(11). (Accessed Feb. 2020).



Private Payer Laws	Requirements	<p>Each individual health insurance policy and group health insurance policy providing coverage of the type specified in subdivisions (1), (2), (4), (11) and (12) of section 38a-469 shall provide coverage for medical advice, diagnosis, care or treatment provided via telehealth to the extent coverage is provided for such advice, diagnosis, care or treatment when provided through in-person consultation between the insured and a health care provider. and shall be subject to the same terms and conditions of the policy.</p> <p>No such policy shall: (1) Exclude a service for coverage solely because such service is provided only through telehealth and not through in-person consultation between the insured and a health care provider, provided telehealth is appropriate for the provision of such service; or (2) be required to reimburse a treating or consulting health care provider for the technical fees or technical costs for the provision of telehealth services.</p> <p><b>Source:</b> <i>CT General Statute 38a, Sec. 499a. &amp; 38a, Sec. 526a. (Accessed Feb. 2020).</i></p>	
	Parity	Service Parity	<p>Coverage must be provided for telehealth if it would be covered in-person, subject to the terms and conditions of all other benefits under such policy.</p> <p><b>Source:</b> <i>CT General Statute 38a, Sec. 499a. &amp; 38a, Sec. 526a. (Accessed Feb. 2020).</i></p>
		Payment Parity	<p>No explicit payment parity.</p>
Professional Regulation/Health & Safety	Definitions	<p>“Telehealth” means the mode of delivering health care or other health services via information and communication technologies to facilitate the diagnosis, consultation and treatment, education, care management and self-management of a patient’s physical and mental health, and includes (A) interaction between the patient at the originating site and the telehealth provider at a distant site, and (B) synchronous interactions, asynchronous store-and-forward transfers or remote patient monitoring. Telehealth does not include the use of facsimile, audio-only telephone, texting or electronic mail.”</p> <p><b>Source:</b> <i>CT General Statute 19a, Sec. 906 (Accessed Feb. 2020).</i></p>	
	Consent	<p>At the time of the telehealth provider’s first telehealth interaction with a patient, the telehealth provider shall inform the patient concerning the treatment methods and limitations of treatment using a telehealth platform and, after providing the patient with such information, obtain the patient’s consent to provide telehealth services. The telehealth provider shall document such notice and consent in the patient’s health record. If a patient later revokes such consent, the telehealth provider shall document the revocation in the patient’s health record.</p> <p>Consent must be obtained by the parent or the patients legal guardian, conservator or other authorized representative, as applicable.</p> <p><b>Source:</b> <i>CT General Statute 19a, Sec. 906(b)(2) (Accessed Feb. 2020).</i></p>	



Online Prescribing

No telehealth provider shall prescribe any schedule I, II or III controlled substance through the use of telehealth, except a schedule II or III controlled substance other than an opioid drug, in a manner consistent with federal law, for the treatment of a person with a psychiatric disability or substance use disorder, including but not limited to medication assisted treatment.

**Source:** *CT General Statute 19a, Sec. 906(c)* (Accessed Feb. 2020).

Cross-State Licensing

Department of Public Health may establish a process of accepting an applicant's license from another state and may issue that applicant a license to practice medicine in the state without examination, if certain conditions are met.

**Source:** *CT General Statutes 20, Sec. 12.* (Accessed Feb. 2020).

Miscellaneous

No reference found.

